

035405/28/02

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: SENIOR INVESTIGATIONS SPECIALIST (CONFIDENTIAL)

DEFINITION

Under general supervision, to perform a variety of responsible and complex administrative support duties for the Special/General Investigations Unit of the Police Department; to supervise office administrative support staff; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single incumbent class. The incumbent in this position performs confidential and complex administrative support duties within the Special/General Investigations Unit of the Police Department. Work involves the highest degree of independent judgement requiring a thorough knowledge of police department procedures and policies and the ability to choose among a limited number of alternatives in performing a variety of assignments without instruction and in scheduling and completing work.

REPORTS TO: Lieutenant, Special/General Investigations Unit

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Lieutenant, Special/General Investigations Unit. Exercises general supervision over other administrative staff as required.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Perform a wide variety of responsible, and confidential duties for the Special/General Investigations Unit.
- Interpret and apply divisional policies and procedures in response to inquiries and make appropriate referrals.
- Review, log, prioritize, and route correspondence for the Special/General Investigations Unit.
- Act as receptionist to the Special/General Investigations Unit, screening telephone calls and visitors, referring inquiries as appropriate.
- Take and transcribe dictation from rough draft, shorthand notes, or recordings.
- Maintain the Lieutenant's appointment schedules, daily calendars, and make travel arrangements as needed.
- Assist in agenda preparation, gather information, and contact meeting participants.
- Gather, organize, and prepare information for routine reports for the Special/General Investigations Unit.
- Recommend organizational and/or procedural changes affecting administrative support staff.
- Maintain a variety of files and records or information germane to the Special/General Investigations Unit.
- Maintain Special/General Investigations Unit's manuals and update resource materials.
- Assist in the assigning, supervision, and participation in the work of the administrative support staff within the Special/General Investigations Unit.

- Review work upon completion for conformance to divisional requirements.
- Respond independently to letters and general correspondence of a routine nature to the Special/General Investigations Unit.
- Compile and maintain complex and extensive records for the Special/General Investigations Unit.
- Coordinate civic and social engagements as they relate to the Special/General Investigations Unit.
- Compile reports and agendas insuring materials are submitted on time by other departments/divisions within the City; contact participants and coordinate meetings; and complete and distribute follow-up reports as needed.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Organization and procedures, ordinances and rules applicable to the Special/General Investigations Unit.
- Modern office methods and standard office equipment usage.
- Computer software including word processing applications at an advanced level.
- Reception and telephone techniques.
- Principles and practices of classifying, indexing processing, retrieving, and controlling a large volume of records.
- Principles of supervision and training.
- Modern office administration practices and procedures.
- Principles and practices of effective business communications.
- Advanced record keeping principals and procedures.
- Special/General Investigations Unit departmental policies and procedures.

Ability to:

- Plan, organize, and carry out administrative support work to meet deadlines.
- Receive highly sensitive information and maintain confidentially.
- Understand and carry out oral and written directions.
- Operate a personal computer terminal and utilize various software and/or word processing techniques.
- Communicate clearly and concisely, both orally and in writing.
- Maintain Lieutenant's working calendar and schedule appointments and meetings.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Compile and maintain complex records and preparing technical reports for the Special/General Investigations Unit.

- Work independently in the absence of Lieutenant.
- Plan, organize, and supervise the work of other administrative support staff.
- Interpret and apply administrative and Special/General Investigations Unit departmental rules, policies, and procedures.
- Analyze situations carefully and adopt effective courses of action
- Compose correspondence independently.
- Represent the Special/General Investigations Unit using good judgement, poise, tact, and diplomacy.
- Supervise, train, and evaluate subordinates.
- Establish and maintain professional working relationships with diverse groups and individuals.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade supplemented by specialized administrative/business related courses.

Experience: Four years of increasingly responsible administrative support experience performing complex and responsible office and administrative duties of which at least one year involved senior level support work for one or more managers.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Minimum keyboarding ability of 50 words per minute, or demonstrated proficiency at an advanced level in Word or Word Perfect.

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Senior Investigations Specialist (C)

TO: Executive Assistant